



# APPLE-DEVICE-SUPPORT<sup>Q&As</sup>

Apple Device Support Exam (SUP-2024)

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**QUESTION 1**

Which iPadOS feature should you configure to hide your personal email in the Mail app while you're at work?

- A. Do Not Disturb
- B. Focus filter
- C. Shortcut automation
- D. Focus schedules

Correct Answer: B

Explanation: Focus filter is a feature in iPadOS that allows you to customize your notifications and home screen based on what you want to focus on. You can create different focus modes for different scenarios, such as work, personal, sleep, or gaming. When you enable a focus mode, you can choose which apps and people can notify you, and which home screen pages you want to see. You can also use Hide My Email with a focus mode to keep your personal email address private in the Mail app. Hide My Email lets you create unique, random email addresses that forward to your real email account, so you can send and receive emails without revealing your real email address. To use Hide My Email with a focus mode, you need to do the following: Create a focus mode for work in Settings > Focus. Tap the plus icon and choose Work, then customize the settings as you like. You can also set a schedule or location for your focus mode to turn on automatically. Subscribe to iCloud+ and enable Hide My Email in Settings > Apple ID > iCloud > Hide My Email. Tap Create New Address to generate a random email address, and choose a label and a forwarding address for it. You can also create more addresses as needed. Open the Mail app and tap the Compose button. Tap the From field and select Hide My Email. Choose the random email address you created for work. Type your email as normal and send it. The recipient will see the random email address instead of your real one. When you receive an email to your random email address, you can reply using the same address. The Mail app will automatically use Hide My Email when you reply to an email that was sent to a random email address. To manage your random email addresses, go to Settings > Apple ID > iCloud > Hide My Email. You can deactivate, reactivate, or delete any address you created. You can also change the label, the forwarding address, or the signature for each address. References: = Use Hide My Email in Mail on iPad; Use Focus on iPad; Apple Device Support Exam Prep Guide, page 9.

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**QUESTION 2**

You're reviewing the manual page for the defaults command in Terminal.

What should you do to exit a manual page in the Terminal window?

- A. Press the Esc key
- B. Press the Control-X keys
- C. Type Exit and Press the Return key
- D. Press the Q key

Correct Answer: D

Explanation: The Q key is the universal shortcut to quit or exit a manual page in the Terminal window. The manual page, or man page, is a document that provides information about a command or utility in the Unix-like operating systems. The man command is used to display the man page for a given command or topic. The man command uses a pager program, such as less or more, to display the man page in the Terminal window. A pager program allows the user



to scroll through the text file one page, line, or half-page at a time. To exit the pager program and return to the shell prompt, the user needs to press the Q key. This is the same for any other program that invokes the pager program, such as git log or git diff. The Q key stands for quit, and it is easy to remember for Mac users who are familiar with the Command + Q shortcut to quit an application. References: = How to escape out of the MAN screen or page in UNIX?, How to Exit the MAN Command and Quit Man Pages Properly, How to Quit the MAN Command and Exit Man Pages Properly, How to jump to the end of a `man` page

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### QUESTION 3

Scenario

You're setting up a new MacBook Pro to replace your current MacBook. Both Mac computers are using the current version of macOS.

Which utility should you use to move data from your current MacBook to your new Mac using Setup Assistant?

- A. Migration Assistant
- B. Transfer Data
- C. Time Machine
- D. Transfer Information

Correct Answer: A

Explanation: Migration Assistant is a utility that allows you to transfer data from one Mac to another, either directly or from a backup. You can use Migration Assistant during the initial setup of your new Mac, or launch it later from the Utilities folder. Migration Assistant can transfer your user accounts, documents, applications, settings, and other data. References: = Apple Device Support Exam Prep Guide, page 7; Apple - Support - Manuals, Migration Assistant User Guide.

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### QUESTION 4

Where are sysdiagnose log files located on iPhone?

- A. Settings > Privacy and Security > Analytics and Improvements > Analytics Data
- B. Settings > Privacy > Tracking
- C. Settings > Privacy > Analytics and Improvements > Share With App Developers

Correct Answer: A

Explanation: Sysdiagnose log files are located on iPhone in Settings > Privacy and Security > Analytics and Improvements > Analytics Data. Sysdiagnose is a tool that collects information from the iPhone and saves it in a log file. You can use sysdiagnose to troubleshoot general iOS issues or report them to AppleCare. To generate a sysdiagnose log file, you need to press and hold both volume buttons and the side or top button for 1 to 1.5 seconds, then release them. You will see a screenshot and a message that says "Diagnostics are in flight". Sysdiagnose can take up to 10 minutes to finish. After that, you can find the log file in the Analytics Data section of the Settings app. The log file name will start with "sysdiagnose\_" and include the date and time of the generation, the device type, and the iOS version. For example, "sysdiagnose\_2024.01.06\_17-14-34+0500\_iPhone\_OS\_iPhone\_19A344.tar.gz". References: Using Sysdiagnose to Troubleshoot iOS or iPadOS -- Apple Device Support Tutorials | Apple Training, How to extract

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sysdiagnose logs for forensic purposes on iOS | Andrea Fortuna

### QUESTION 5

Match the macOS library resources listed on the left to the descriptions on the right by dragging responses to the correct target areas. Responses may be used once, more than once, or not at all.

Select and Place:

	Answer Area	
Application Support	<input type="text"/>	Contains resources for sandboxed apps
Frameworks	<input type="text"/>	Processes that need to start up only when a user is logged in
Keychains	<input type="text"/>	Includes ancillary data that an app needs, such as help files or templates
LaunchAgents	<input type="text"/>	Repositories of shared code that different parts of the operating system or apps use
Containers	<input type="text"/>	Securely stores sensitive information, including passwords, certificates, keys, Safari AutoFill information, and notes
Services	<input type="text"/>	

Correct Answer:



	<b>Answer Area</b>										
	<table border="1"><tr><td>Application Support</td><td>Contains resources for sandboxed apps</td></tr><tr><td>LaunchAgents</td><td>Processes that need to start up only when a user is logged in</td></tr><tr><td>Containers</td><td>Includes ancillary data that an app needs, such as help files or templates</td></tr><tr><td>Frameworks</td><td>Repositories of shared code that different parts of the operating system or apps use</td></tr><tr><td>Keychains</td><td>Securely stores sensitive information, including passwords, certificates, keys, Safari AutoFill information, and notes</td></tr></table>	Application Support	Contains resources for sandboxed apps	LaunchAgents	Processes that need to start up only when a user is logged in	Containers	Includes ancillary data that an app needs, such as help files or templates	Frameworks	Repositories of shared code that different parts of the operating system or apps use	Keychains	Securely stores sensitive information, including passwords, certificates, keys, Safari AutoFill information, and notes
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